

# STATE OF CALIFORNIA



## MEMO

To: ADMINISTRATION COMMITTEE  
BISMARCK OBANDO, CHAIR  
RAHIM HASSANALLY, MEMBER

Date: February 19, 2018

From: TIMOTHY M. CORCORAN  
DAWN KINDEL

Subject: ANNUAL UPDATE ON CONSUMER MEDIATION SERVICES  
PROGRAM

### INTRODUCTION

The members of the Board have requested an annual update on the Consumer Mediation Program Services ("Program"). Below are the Program statistics for Fiscal Year ("FY") 2016-17 and the previous three FY's.

### MEDIATION STATISTICS

The Program received a total of **453** cases; an average of 37.75 cases per month, and **2,095** mediation calls last FY; an average of 95.23 calls per month. The significant increase in calls received last year over the previous years is due to an increased focus by in-take staff to log all calls.

Fiscal Year	Cases Received	Calls Received
16-17	453	2,095
15-16	498	687
14-15	511	726
13-14	359	824

### CONCLUSION

This year's report is truncated due to the sudden retirement of the Board's long time Mediator, Jackie Grassinger. Staff are looking into software products to enhance the compilation of mediation statistics and case results and next year we will provide more robust and detailed data on the Program.

This memo is being provided for informational purposes only. No Board action is required.

cc: Ramon Alvarez, C., President